

BACHELOR IN HOTEL MANAGEMENT (BIHM)

00254

Term-End Examination

June, 2014

BHY-055 : CONSUMER PROTECTION

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt any five questions in about 600 words.

(ii) All questions carry equal marks.

1. Write the definition and features of a Consumer. Also discuss the Rights and Responsibilities of Consumers. **10+10=20**
2. What is the importance of Consumer Education in India ? Discuss the Objectives, Methods and Techniques of Consumer Education. **20**
3. Write notes on the following : **2x10=20**
 - (a) Consumer in India
 - (b) Major Consumer Organisation in India
4. Give an overview of Global Consumer Movement. Also discuss the recent developments in the Consumer Protection in India. **10+10=20**
5. Discuss the concept of Ethical Practices with special reference to the hospitality and tourism industry. **20**

6. Discuss the outcome of the following cases decided through Consumer Protection Act. **2x10=20**
 - (a) Telecom services
 - (b) Education and Training services

 7.
 - (a) List and discuss the most prominent Consumer Voluntary Organisations.
 - (b) Discuss the challenges the faced by Consumer Voluntary Organisations. **10+10=20**

 8. Discuss the problems related to goods and deficiencies in services. **20**

 9. Discuss the role of Consumer Organisations in Consumer Protection (including advocacy and campaigning for policy intervention). **20**

 10. Write brief notes on : **4x5=20**
 - (a) Consumer as a King
 - (b) Scope of Business Ethics
 - (c) National Consumer Redressal Forum
 - (d) State Consumer Protection Council
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